

**Description:**

To meet the needs and expectations of motor vehicle customers, and of the county Sheriffs and Assessors who work as our agents, by efficiently managing driver licenses, weigh-station operations, vehicle registrations, vehicle and vessel titles, over legal permits, and the revenue these programs generate.

**Major Functions and Targeted Performance Standard(s) for Each Function:**

## 1. Driver and Vehicle Information Management.

## A. Transfer 75% of over legal permits electronically (Title 49-1004).

**Actual Results**

2000	2001	2002	2003
(see Results)	(see Results)	(see Results)	35%

**Projected Results**

2004	2005	2006	2007
40%	45%	50%	55%

## B. Provide driver records to all 47 Idaho Courts electronically (Titles 49-202 &amp; 49-1202).

**Actual Results**

2000	2001	2002	2003
7 Courts	8 Courts	9 Courts	29 Courts

**Projected Results**

2004	2005	2006	2007
33 Courts	37 Courts	41 Courts	45 Courts

## C. Provide DMV records electronically to 100 lien holders (Titles 49-505 &amp; 49-517).

**Actual Results**

2000	2001	2002	2003
32 Users	60 Users	65 Users	65 Users

**Projected Results**

2004	2005	2006	2007
75 Users	80 Users	85 Users	90 Users

## D. Increase to 20 the Insurance companies submitting SR22 records electronically (Title 49, Chapter 12).

**Actual Results**

2000	2001	2002	2003
N/A	2 Users	2 users	9 Users

**Projected Results**

2004	2005	2006	2007
12 Users	15 Users	18 Users	20 Users

## 2. Regulatory Oversight.

## A. Weigh 1% more vehicles each fiscal year. (Title 40-510).

**Actual Results**

2000	2001	2002	2003 (See Results)
N/A	2,458,326	2,485,841	2,341,662 (-5.8%)

**Projected Results**

2004	2005	2006	2007
2,608,534	2,673,748	2,740,591	2,809,106

## **Program Results and Effects:**

### **Results:**

Increased court access to the electronic driver records database speeds the court process up at the county level and reduces data-entry requirements at DMV. (This targeted performance measure (47 Idaho Courts) will be slow to obtain because most county courts are not computerized and do not have the funds in their near-future budgets to obtain the necessary computer hardware.)

Increased number of lien holders participating in the Electronic Lien System. (This access is voluntary and needs continuous promotion to the financial community.)

Increased weighing will protect Idaho's highway infrastructure. The 2003 measure was -5.8% due to a 3-month loss of data at one of the I-84 weigh stations. The target was lowered to 1% due to several weigh-in-motion installations not coming online as quickly as anticipated. Also, the time frame for collecting reportable data was shifted slightly and adjustments were made to past actual results.

The percentage of over-legal permits transmitted electronically was adjusted due to the decision to not count faxed communications as electronic transfers.

### **Effects:**

The Motor Vehicles Program benefits the public through its enhanced, responsive motor vehicle service and its ongoing commitment to efficiency. This program will be reviewed for Continuous Quality Improvement opportunities, and to ensure timely progress toward targeted performance standards, especially in the areas impacting customer service.

For more information contact the Administrator at 334-8289.